

Best Care EAP offers training seminars in the areas of Personal Development, Team Development, Management Development and Workplace Development. Each seminar description is listed under its developmental area. Please contact a Best Care Training Consultant to customize a seminar for your group of ten or more. Scheduling is based upon Consultant availability. Contact your Best Care EAP at **(402) 354-8000 or 800-666-8606**.

PERSONAL DEVELOPMENT

ACHIEVING YOUR POSITIVE POTENTIAL

Each of us has times in our lives where we doubt our self worth and value to others. One's self-concept is a cornerstone of healthy living. Negative thinking impacts not only our productivity at work but our relationships and life in general. Learn ways to appreciate and encourage yourself in this thought-provoking seminar. The seminar will help you to explore the benefits of a positive attitude, how you perceive yourself, the impact of negativity and ultimately ways to achieve your positive potential.

BALANCE: PRIORITIZING YOUR LIFE

Two children, a spouse, soccer practice, a demanding job and a dog. Does this sound familiar? If you want to do your best for both your family and your job, balance is the key. Balance is a continual process of juggling all the needs and desires of our lives. For many people, balancing multiple activities is a growing challenge. Demands of work, family, friends, health, and meaningful activities often leave us feeling unbalanced. This seminar will help you assess the current level of balance in your life. Learn how to refuel your energy tank in order to achieve a better balance at home and at work.

BENEFITS OF HUMOR

We have all heard the old adage "Laughter is the best medicine." It's true! There are countless benefits to adding humor to your life. For example, when you laugh, you lower your stress level, burn calories, massage your inner organs and help promote an overall sense of personal well-being. From a workplace stand point, humor helps facilitate communication, builds relationships and energizes. This seminar is filled with tips on how to add humor to your life and allows interaction between attendees to generate ideas for incorporating appropriate humor into their workplace.

CHANGE AND THE POWER OF RESILIENCY

Change is inevitable. Technology is changing; work groups are changing; companies are being bought, sold, downsized, rightsized and re-engineered. Although you may not have chosen the "change" in your work environment, you can choose whether to focus on the positive or the negative. Our resiliency determines how we cope with change and whether we accept and embrace such change. This seminar will explore common reactions to change, factors that influence those reactions, and ways to boost change resiliency.

COMMUNICATING GENTLY FOR HIGH IMPACT

The words that we speak account for only 7% of communication. Our tone of voice as well as our non-verbal cues account for the remaining 93% of the message we are sending. In this seminar, you will learn how to make a strong impact by using a gentle approach to communication.

CREATING PERSONAL SUCCESS

Everyone has a different idea of what it means to be successful. This seminar is designed to help participants explore their personal values and beliefs. Understanding these values helps people create goals and commit to their goals. Participants will create their own personal definition of success and outline a personal growth plan as well as their niche in the workplace.

CUSTOMER SERVICE

What kind of experience do you give your customers? Today consumers have multiple options when purchasing goods or services and the need for a competitive edge is essential. This seminar is an ideal program for organizations seeking a way to make their product/service “stand out” from the rest. This program will help your employees understand the consumer’s point of view; present tools for providing outstanding service and offer tips to managing difficult customers.

EFFECTIVE GOAL SETTING

One way to increase productivity and reach one’s full potential is through goal setting. Effective goal setting can motivate us and increase our self-confidence. Unfortunately, few people set goals for themselves. Those who do develop goals often set themselves up for failure by focusing on outcome goals rather than action goals. Participants in this seminar will learn the difference between outcome and action goals as well as the criteria needed for effective goal setting and common goal setting mistakes.

EFFECTIVE WRITING SKILLS

Good writing is effortless reading that makes you want to read more. It is clear and concise, uses short sentences and simple words. It keeps to the facts and is easy to read and to understand. This seminar will cover the basic components of grammar, style guidelines and paragraph/sentence transitions. In addition, the audience will receive e-mail etiquette tips and learn the essential elements of memos and letters.

EMOTIONAL INTELLIGENCE (EQ) @ WORK

Emotional Intelligence (EQ) is the intelligent use of emotions: you *intentionally* make your emotions work for you by using them to guide your behavior and thinking in ways that enhance results. Learning how to use your emotions productively as well as developing the skills necessary for relating well to others is highly beneficial. Understanding your EQ will enhance your level of communication, productivity and aide in boosting morale. This seminar will help you learn how to use your EQ both intrapersonally (helping yourself) and interpersonally (helping others).

EMPOWERMENT: IT’S YOUR CHOICE

Although we cannot always control the situation and events going on around us, the one thing we can always control is --- how we choose to respond. This seminar will focus on the

empowerment of personal choice and highlight ways to begin taking control of situations, events and your own attitude. Empower yourself!

THE FISH PHILOSOPHY: CATCH THE ENERGY

How do you FISH for energy? Schedule this seminar! This interactive, fun and educational program will address core workplace issues. The seminar is based on the “FISH” video, which chronicles the upbeat employee activities of the World Famous Pike Fish Market in Seattle, Washington. This wildly successful business is based on four core concepts: Play, Make Their Day, Be There, and Choose Your Attitude. Explore how your team can incorporate this philosophy into your work environment. Let’s go fishing!

HEALTHY LIFESTYLES

Nutrition and Exercise are only two components of a Healthy Lifestyle. In this seminar, participants will discuss the positive impact that a healthy lifestyle can have on one’s life. Annually, Americans die of heart disease more than any other cause of death. Fortunately, making healthy lifestyle choices can prevent heart disease as well as many other health problems. Everyday, researchers are finding more benefits to maintaining healthy eating habits and establishing a physical fitness routine. This seminar not only focuses on nutrition and exercise, but also reminds participants of the importance of leading a balanced life.

HOLIDAY STRESS

The holidays can be a time of faith, hope, love, family and friends. However, they may also be a time of stress, worry, loneliness and sadness. This seminar will help participants understand the impact that holiday stress can have on them mentally, physically, emotionally, and spiritually. The participants will assess his/her individual holiday stress level, discover the top five holiday stressors and uncover tips to help them manage their stress during the hustle and bustle of the season.

MANAGING WORKPLACE EMOTIONS

In today’s hectic environment, employees often spend more time with co-workers than with their families and friends. Therefore, social and emotional management skills are even more critical. Employees that learn and practice healthy emotional expression at work will benefit not only themselves, but the organization as well. This seminar will provide participants with the information and skills needed to appropriately handle anger in the workplace. Benefits of these skills include improved morale, reduced stress, increased productivity and performance, and enhanced communication and negotiation.

MIND/BODY CONNECTION

Research over the last four decades has given insight that what we tell ourselves in our mind has a direct impact on our body. This program will include information from the philosophy introduced by Norman Cousins, in his book *Anatomy of an Illness*. The seminar will introduce participants to the mind/body philosophy and the importance of positive self-talk, taking care of yourself, and maintaining high motivation. Learn how taking care of yourself enhances your life personally and professionally.

MOTIVATION & POSITIVE ATTITUDE

Research has found that motivation, enthusiasm, and positive attitude affect job performance. Because experts have linked these factors to job productivity, this program is designed to teach

the necessary tools for fostering motivation, enthusiasm and positive attitudes in the workplace. During this seminar, participants will learn the theory behind motivational factors, will assess their own motivational needs, and determine how to promote positive attitudes in themselves and others.

PARENTING TODAY

Most employers recognize the importance of employees finding ways to effectively balance their careers with their family life. This seminar will explore issues that parents face in today's competitive workforce. The Facilitator will suggest and discuss parenting styles as well as creative parenting techniques that enable parents to optimize the quality of time they spend with their families. Working parents can reach their goals of having a happy family and a healthy career.

POLISHING YOUR PUBLIC SPEAKING SKILLS

Communication research indicates that 70-75% of adults report anxiety about speaking in front of an audience. Given this statistic, it is not surprising that many people lack the essential skills necessary for giving a presentation in the work environment. This seminar will offer you the opportunity to learn how to manage your speaking anxiety, organize your material to present an effective and affective presentation and understand the importance of nonverbal and verbal immediacy. Additionally, all participants will have the chance to practice their public speaking skills by making a mini-presentation during the seminar.

POSITIVE SAFETY ATTITUDE

According to the 2001 survey by the Bureau of Labor Statistics, U.S. Dept. of Labor **5,900 fatal** work injuries occurred in the U.S. In addition, a total of **5.2 million injuries and illnesses** were reported in private industries and workplaces in 2001. Although organizations are taking proactive steps to promote safer work environments, employees can help lower workplace accident rates by implementing the information provided at this seminar. Research has found that an individual's attitude and behavior are leading causes of workplace accidents. Participants will view the video *And Then There Was One*, discuss factors that contribute to a safe environment, and learn tools for reducing potential accidents.

PREVENTING BURNOUT

With the demanding pace of today's life, it is easy to burnout long before you actually realize it's happening. Job Burnout can be defined as "a disabling reaction to stress on the job often leaving one physically, mentally and emotionally drained." Participants will evaluate their burnout level by completing a questionnaire and reviewing symptoms and signs of job burnout. In addition, the seminar will explore strategies to decrease on the job stress as well as proactive steps to prevent burnout.

RETIREMENT: THE EMOTIONAL TRANSITION

Retirement, although, a great achievement can be both challenging and complicated. How successfully one adjusts to this event has a major effect on the satisfaction and rewards of later life. Recognizing the far-reaching implications of retirement will help to prepare for the transition. This open-discussion format will explore the stressors associated with retirement

and include a brainstorming session on leisure activities as well as tips to identify red flags of depression and to help others cope with this significant event.

STRESS MANAGEMENT

A recent study conducted by the American Institute of Stress reported as many as 75-90% of visits to general physicians are stress related---with an estimated cost of \$200 billion a year to industries. It is not surprising that individuals, as well as corporations, are taking time to explore ways to reduce employee stress and implement stress management techniques. This seminar is designed to inform participants about the effects of stress, assess their own stress levels, and learn ways to reduce stress.

VALUING ETHICS

Everyday we are faced with ethical challenges. There are tough choices and confusing signals regarding how we live our life. Balancing competing values and reconciling them is a fundamental part of ethics. Every decision you make counts. Diluting our ethical strength through small issues make dealing with the larger challenges more difficult. This seminar will focus on the value of establishing and maintaining strong ethics within the workplace. Issues such as honesty, respect, responsibility, purpose and fairness will be explored.

WORKING WITH DIFFICULT BEHAVIORS

Let's face it---some people are difficult to work with. In fact, some are just "down-right" difficult. These people often times push "hot-buttons" or create challenging situations in the workplace. The goal of this seminar is to help participants identify the difference between a truly difficult person and someone in which they have a personality conflict. The facilitator will discuss profiles of difficult people and facilitate discussion on effective strategies for working together and communicating.

TEAM DEVELOPMENT

BUILDING A VIRTUAL TEAM

The increases in globalization of trade and corporate activity have led to the advent of virtual teams. A *Virtual Team* is a group of individuals with complementary skills who work across time, space and organizational boundaries for a common purpose. The team members have interdependent goals and share an approach to work for which they hold mutually accountable. Webs of communication technology link the team members. This seminar includes discussion on the critical success factors of, building blocks to, and benefits of a virtual team.

BUSINESS ETIQUETTE

In today's business world, knowing your area of expertise is not always enough. The ability to demonstrate good manners, get along with others and make others feel comfortable is necessary for business success. Professional etiquette builds leadership, quality, businesses and careers. This seminar is designed to teach the basics in business etiquette from making an impressionable introduction to ending a business dinner. Specifically, attendees will learn the

importance of etiquette; making proper introductions; appropriate verbal and written communication etiquette; and the basics of common courtesy.

CIVILITY: WITH ALL DUE RESPECT

Civility in the workplace directly affects all employees and has an impact on the company's bottom line. In the hectic pace of today's working world, we sometimes forget to "embrace" our co-workers by treating them with "all due respect." This seminar focuses on the "Golden Rules" of civility; emphasizing the "human moment". Participants will take part in brainstorming and group discussions in order to generate new ways to enhance these issues in the workplace.

CREATIVE PROBLEM SOLVING

We are constantly solving problems both professionally and personally. How do we solve problems? In this seminar you will investigate and experiment with different problem solving techniques. You will explore the many possibilities of creative problem solving to help unleash your creative potential, identify and generate new ideas, and teach you how to spark innovative thinking in yourself and others. We will tap into the creative side that we all possess to create fresh ideas for old problems.

DIMENSIONS OF BEHAVIOR PROFILE INVENTORY (DISC*)

Everyone has developed behavioral patterns; distinct ways of thinking, feeling, and acting. The central core of our patterns tends to remain stable because it reflects our individual identities. However, the demands of the work environment often require different responses that evolve into a work behavioral style.

GENERATIONAL DIVERSITY

When organizational experts talk about diversity in the workplace, they are usually referring to racial, ethnic, or gender diversity. However, they often fail to address a growing diversity factor that will dramatically affect managers in the 21st century: age diversity. Currently, there are five generations in the workplace; each with significant differences in workplace values, lifestyle and social values, motivation, and communication styles that impact how and why people do their work. This seminar will provide a glimpse of the various generations, their overall philosophies, and discuss techniques for adapting communication to meet the preferences of each generation.

MYERS-BRIGGS TYPE INDICATOR*

The Myers-Briggs Type Indicator (MBTI) is a personality inventory that indicates an individual's basic preference concerning how they take in information, make decisions, organize and relate to the people and environment around them. There are no "right" or "wrong" answers or "good" or "bad" types".

RESOLVING CONFLICT

Effective conflict resolution brings about improved interpersonal relationships, enhanced communication, increased productivity and opportunity for personal growth. These positive benefits can be achieved if all members of a team are playing by the same ground rules. This seminar will focus on the signs and levels of conflict; effective communication styles; and the basic ground rules: respect, listening, expressing "I" messages and finding the win/win solution.

SEXUAL HARASSMENT AWARENESS

The issue of sexual harassment in the workplace is a cause of concern for employers and employees alike. This seminar examines current legal issues pertaining to employers and employees in the workplace and behaviors that are legally considered “harassment”. You will be learning about the impact sexual harassment has on a company’s bottom line; highlighting the EEOC definition of sexual harassment and explaining the basic concept of the law. A facilitated discussion is included in this seminar to help individuals examine their own thoughts and behaviors occurring in the workplace.

SUCCESSFUL WORKPLACE RELATIONSHIPS

Employers consistently list “the ability to get along with others” as an important qualification for placement and advancement in most organizations. In the hectic work environment; however, employees can sometimes lose focus on the basics needed to keep them functioning at their highest level. The attitude and behavior of one negative employee can spread throughout an organization reducing the morale and productivity of all. This light-hearted seminar will remind participants of the characteristics needed for a successful workplace environment. In addition, participants will discover their communication style and learn to respect the different styles of their co-workers.

TEAMBUILDING

As organizations move toward team-focused environments, employees are faced with the challenge of building and maintaining effective relationships. Within this interactive seminar, participants will learn about the elements of successful teams and will discover how to strengthen their current work team. Additionally, participants will identify effective communication styles and explore activities that enhance teambuilding.

TEAM COMMUNICATION

Research suggests that the twenty-first century workforce will emphasize more team-based work environments. However, with more home-based employees and technological advancements, the goal of effective communication is a team challenge in itself. This seminar is designed to help participants identify their own communication preferences and learn tools for adapting their communication strengths for maximum efficiency. This interactive seminar helps participants understand the individual communication strategies of their peers, and fosters activities to build the team as a collaborative unit.

TKI: CONFLICT RESOLUTION*

The *Thomas-Kilman Conflict Mode Instrument* (TKI) helps you discover your natural conflict-handling style and understand how others approach conflict. With this insight, you can begin pulling together toward a common goal. The TKI model demonstrates that conflict-handling modes are neither good nor bad. Conflict resolution is a matter of choosing the most effective behaviors for a particular situation. Participants will complete the TKI and then discuss the five conflict-handling modes: competing, collaborating, compromising, avoiding, and accommodating. Participants will not only leave this seminar with an awareness of their preferred method of handling conflict, but also with an understanding of situations where another mode may be more appropriate.

VALUING DIVERSITY

Diversity is not strictly a matter of race, but rather an issue of individual differences. Changing demographics in communities and workplaces create new challenges to the world of work. This session is designed to examine the various dimensions of diversity in an effort to help participants understand and value individual differences. This interactive seminar encourages group discussion and incorporates an eye-opening video that allows participants to privately evaluate their own biases and prejudices.

MANAGEMENT DEVELOPMENT

BUILDING MORALE DURING TOUGH TIMES

The often-difficult task of maintaining high levels of employee morale is even more difficult during times of economic uncertainty, threats of war and terrorist activity as well as organizational changes. When faced with uncertainty other causes of low morale such as poor communication, office gossip, and poor supervision become even more difficult to overcome. This seminar will provide managers with the skills to recognize signs and symptoms of morale problems and provide them with tips to strengthen their organizations through building morale and camaraderie among employees.

COACHING FOR OPTIMAL PERFORMANCE

Coaching has proven to be one of the most powerful one-on-one management techniques for getting the best out of every employee. Through this seminar, supervisors and managers will develop the attitude, skills, and strategies to become more like a coach and less like a boss. They will become aware of techniques that every manager can use for coaching employees to become more productive, positive, inspired, and effective. Through use of these techniques, a good employee can be made exemplary and a problem employee can be made productive. This program will provide skills to empower those responsible for leading and help them to inspire their employees to work as a team and produce winning results.

COACHING REPORT FOR LEADERS*

The Coaching Report for Leaders is a powerful leadership development tool aimed at mid to senior level managers and executives who are working individually with an executive coach or trainer, or are participating in a leadership development program with others. The Coaching Report for Leaders is designed to help managers and executives better understand their preferences, attitudes, and behaviors in essential dimensions of management and leadership. The 17-page report (personalized for each participant) using text and icons, encompasses 18 characteristics that are organized into five areas related to management and leadership: Self-Management, Organizational Capabilities, Team Building and Teamwork, Problem Solving, and Sustaining the Vision. This allows them to capitalize on their strengths, target areas for further development, set goals, and plan action steps.

CONDUCTING EFFECTIVE MEETINGS

According to research, billions of corporate dollars are spent each year on meetings. A well-planned meeting is an essential tool for organizational communication, team building, and problem solving. Unfortunately, 90% of employees consider meetings a “waste of time”. The importance of setting goals and objectives along with a well-planned agenda are essential. This seminar will help to guide managers and supervisors to planning and conducting effective

meetings. Other issues such as deciding whom to include, setting a timeframe, establishing rules/protocol, and encouraging participation will be addressed.

CREATING AN EXTRAORDINARY WORKPLACE

This back-to-the basics program entails four core concepts designed to motivate people to create an extraordinary workplace. The concepts covered in this uplifting program include RESPECT one another, HELP each other out, hire for ATTITUDE and train for skill, and allow people the FREEDOM to be themselves. This seminar includes an inspirational video depicting how Southwest Airlines' employees have successfully implemented this philosophy. While this program specifically targets managers, general employee audiences benefit from this program as well.

DYNAMICS OF CHANGE

The reality of the work world is that change is a constant. The ability to effectively lead and manage during changes within an organization is essential for a manager. This seminar will cover common reactions to change, factors that influence one's reaction, and strategies for effectively managing the change process. Participants will learn how to help employees deal with change in a positive manner.

ETHICAL LEADERSHIP

Business ethics is a hot topic these days. In light of today's headlines covering issues such as insider trading and employee theft, it is no wonder businesses are beginning to focus on the impact of ethical leadership. Because ethics come from the top, research suggests it is imperative that executives model strong ethical behavior. Without setting an example, it is difficult to convince your employees that they should behave in a like manner. This seminar will focus on the essential characteristics and importance of ethical leadership.

FOUNDATIONS OF LEADERSHIP

The business market is inundated with literature on leadership. Each author trying to identify the magical recipe for an effective leader. Leaders have been around since the beginning of time. Why are so many trying to identify the essential elements of an effective leader now? Could it be that we are facing a leadership crisis? With so many scandalous encounters among top political, religious and corporate leaders, cynicism is flourishing. In this seminar, time will be devoted to distinguishing between behaviors of managers and leaders, discussion regarding the difference between positional and personal power, and the need for generating and sustaining trust.

LEADERSHIP PROFILE (DiSC FOR LEADERS)*

The Personal Profile System (DiSC) assists people in learning more about their behaviors in given situations. When completed with **Work** as the focus, the DiSC instrument can help managers understand how they tend to respond in various workplace situations. Through discussion, participants will come to understand their preferred behavioral tendencies in addition to how these tendencies may affect others. Emphasis will be placed on how to use strengths and develop less preferred styles in order to lead more effectively. This information can be useful in developing more consistent and appropriate behavioral responses to others, thus increasing confidence and credibility for the leader.

MANAGING A DIVERSE WORKFORCE

As the U.S. population has become increasingly diverse, so has the U.S. workforce. To succeed in our multicultural society, organizations must value the differences of our diverse population, respect the individuality of all employees and customers, and maintain a climate in which everyone is treated with dignity. Many issues can create misunderstandings, including racial, cultural, sexual, physical, mental, and verbal issues. To be totally effective and avoid unintentional offense, managers need to understand the effects of perception, cultural background, discrimination and prejudice. Through this seminar, participants will understand how their words and actions in today's diverse workplace and marketplace can affect the organization's bottom line, and how important it is to maintain and exhibit a positive outlook on diversity.

MYERS-BRIGGS FOR LEADERS*

The Myers-Briggs Type Indicator (MBTI) can help leaders better understand their personality preferences. In addition, how those preferences can be both assets and liabilities in effective leadership. The MBTI is designed to help you leverage your natural strengths and improve in identified developmental areas. The goal is to first understand yourself, then to understand others.

MOTIVATING TO RETAIN VALUABLE EMPLOYEES

Human Resource Specialists have identified "not enough, or inadequate rewards from management" as being a leading factor for why employees leave an organization. Some studies have suggested that employee recognition is a more powerful retention strategy than monetary rewards. This seminar will provide supervisors, managers and team leaders with ideas to help motivate and reward employees. Participants will not only assess their role in motivating employees, but will also provide an open discussion on how to offer open, honest and valued feedback.

OPTIMIZING YOUR EQ

Leadership requires more than "smarts" (IQ) and experience. In fact, studies indicate that the defining traits of successful leaders, in addition to their conscious aspiration to serve, include their ability to sense, understand, and effectively apply the power and acumen of emotions. Effective leaders are able to use emotions as a source of energy, information, creativity, trust, and connection. In this seminar, the essential dimensions of Emotional Intelligence (EQ) will be explored. These being: knowing one's emotions, controlling one's emotions, recognizing emotions in others (empathy), controlling emotions in others, and self-motivation. Participants will identify and discuss ways to develop their unique potential in each of these areas in order to enhance their relationships both at work and in life along with strengthening their leadership talents.

PERFORMANCE MANAGEMENT PROCESS

Managing employee performance is an on-going process involving a number of steps, including setting expectations, ensuring transfer of knowledge and skill, providing constructive feedback, using rewards and recognition, enacting disciplinary measures, and appraising performance through formal review. Performance appraisals, when used correctly, can be an effective device for empowering employees to increase performance. This seminar will familiarize participants with the goals of performance appraisals and will present strategies for conducting the appraisal review.

PROMOTING A DRUG FREE WORKPLACE

Substance abuse is responsible for increased absenteeism, traffic and workplace accidents, as well as the breakdown of the family unit. A chemically dependent employee's productivity is often 25%-33% lower. In a recent report outlined in *Workplace Intervention*, it is estimated that employee use of alcohol and other drugs cost American businesses \$102 billion each year in lost productivity, profits, and overall performance. This seminar, designed for supervisors and managers, will focus on the steps to identifying substance abuse, including how to observe the signs and symptoms of addiction, document performance issues, intervene/refer employees to treatment and follow-up.

SITUATIONAL LEADERSHIP

Being an effective leader means knowing how to get the most out of your team. To do this consistently, a manager needs to provide leadership and delegate responsibility based on each person's maturity in the tasks they are undertaking. Situational Leadership uses a maturity scale that moves along a continuum from dependent toward independent behavior. The four stages of leadership are Directing, Coaching, Supporting, and Delegating. When we embark on a new task, we all begin on the dependent end of the continuum. Then, each of us will move up the maturity scale at different speeds, depending upon our experience, abilities, sense of self-work, and the responses received from our leader. This seminar will take an in depth look at the Situational Leadership concept and assist managers in understanding and implementation.

SUPERVISORY CORE SKILLS

What does it mean to be a supervisor? What are the characteristics and primary roles of an effective leader? How do we shape vision and motivate others? These questions and more will be addressed in this seminar. Whether you are new to your supervisory position or would like to sharpen your current skills, this interactive workshop promises to help you supervise people to success.

WORKPLACE DEVELOPMENT

CRITICAL INCIDENT SUPPORT/RESPONSE

Traumatic incidents may stem from a variety of factors such as accidents, robberies, deaths, or natural disasters. Whether they occur at the workplace or offsite, your employees may suffer severe consequences. Everyone has some type of emotional response following a traumatic event. Recognizing this, your Best Care Employee Assistance Program has developed a special program in order to effectively respond to your company's needs. You will be educated on the definition of trauma, possible stress reactions you may experience following a traumatic incident, and factors influencing the resolution of the traumatic stress. In addition, the role of Best Care EAP is to help you recover and take care of yourself. We also offer additional suggestions for management's role during this critical time.

DOMESTIC VIOLENCE

Domestic violence knows no boundaries and can happen to anyone, regardless of race, religious beliefs, income level, sexual preference, marital status or age. Domestic violence

does not occur in a vacuum and the serious consequences of this problem do not simply disappear when women leave their homes and enter the workplace. Most battered women (96%) experience problems at work due to the abuse. It costs U.S. employers \$3 billion to \$5 billion annually due to worker absenteeism, increased health care costs, higher turnover, and lowered productivity. Can your company afford to not get involved and help solve this problem? This seminar will educate employees and supervisors on the definition of Domestic Violence; myths and truths regarding causes; the cost to businesses; the impact on the family and recognizing signs and symptoms of abuse and offering intervention.

FACILITATED PROBLEM-SOLVING GROUPS*

Conflict in the workplace is natural. In fact, relationships grow and become more effective when individuals are able to work through conflict. However, if conflicts are *not* promptly addressed in an appropriate manner, they can cause a myriad of workplace problems. If these conflicts impact job performance and all internal resources to resolve the issues have been exhausted, an EAP group intervention *may* be an appropriate growth step for the group.

FACTS AND MYTHS OF DEPRESSION

According to the National Institute of Mental Health, Depression strikes about 17 million American adults each year; more than cancer, AIDS, or coronary heart disease. Most people simply do not understand depression. This educational presentation gives a broad overview of depression focusing on myths and truths; types of depression; at-risk populations; causes of depression and symptoms of depression. Attendees will learn about the benefits provided through the Best Care EAP; helping themselves and/or supporting a depressed colleague, friend or family member.

GRIEF AND LOSS

We experience many losses in our lifetime. Everyone is vulnerable to the profound feelings that accompany loss. Whether our own loss of health or impending death, the death of or an accident involving someone we care for, the loss of relationships, of functions, of dreams or even the loss of a position. This seminar will educate participants about the different type of events capable of eliciting grief, the stages of grief, the loss cycle, characteristics of grief, recovery and suggestions for lending support to others.

SUBSTANCE ABUSE AWARENESS

Substance abuse is responsible for increased absenteeism, traffic and workplace accidents, and breakdown of the family unit. In a recent report outlined in *Workplace Intervention*, it is estimated that employee use of alcohol and other drugs cost American businesses \$102 billion each year in lost productivity, profits and overall performance. Attendees will learn the definition of substance abuse, effects of alcohol and other drugs, signs of addictive disease, behavioral signs of addiction, and the role of supervisors and co-workers in identification and intervention.

The 2-hour version of this program meets Department of Transportation requirements.

VIOLENCE IN THE WORKPLACE

Businesses are recognizing that the workplace is vulnerable to aggressive behavior - which may be a response to downsizing, conflicts with supervisors, domestic problems, and other fundamental shifts in the workplace. We all know that aggressive or threatening individuals cause anxiety for everyone; however, awareness can greatly reduce stress levels and educate

employees about the signs of potential violence and the need to report these signs to management. During this seminar, attendees will learn about current workplace violence statistics; human behavior and the impact of stress in the workplace; indicators of potential violence; intervention strategies and the role of Best Care Employee Assistance Program.

* ADDITIONAL CHARGES APPLY TO SEMINARS FOLLOWED BY AN ASTERISK.
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